

CASE STUDY

Network Infrastructure Refresh

CUSTOMER PROFILE

Industry: Healthcare

Employee Count: 24,500

of Locations: 150

Technologies: Cisco Meraki & Splash Access

HIGHLIGHTS



80% increase in network access points



60% of sites completed within 6 months



75% of initial project phase implemented within the first month

CUSTOMER CHALLENGE

The customer, a national healthcare and senior living provider, was looking to offer their residents the same level of network access they were used to prior to coming to the facility. However, it had an outdated network infrastructure that was unable to provide the performance, reliability, and security residents, and employees, required. This was impacting the company's ability to attract new residents, and retain their current ones.

For help addressing these pain points, the company turned to Aqueduct Technologies – with the main goal of refreshing their existing network infrastructure and implementing state of the art Wi-Fi across their 150 locations. The one catch: This would need to be executed in a rapid timeframe, to coincide with a company rebranding effort to become the market leader in assisted senior living services.

AQ SOLUTION

Aqueduct's first order of business was working jointly with the customer to determine the desired end state – following a six-phase methodology to understand business requirements through identification of KPIs (see chart on page 2).

After reviewing their primary goals and Aqueduct's recommendations, the company decided to move forward with Cisco Meraki and Splash Access Technologies.

Within the required time frame, Aqueduct provided:

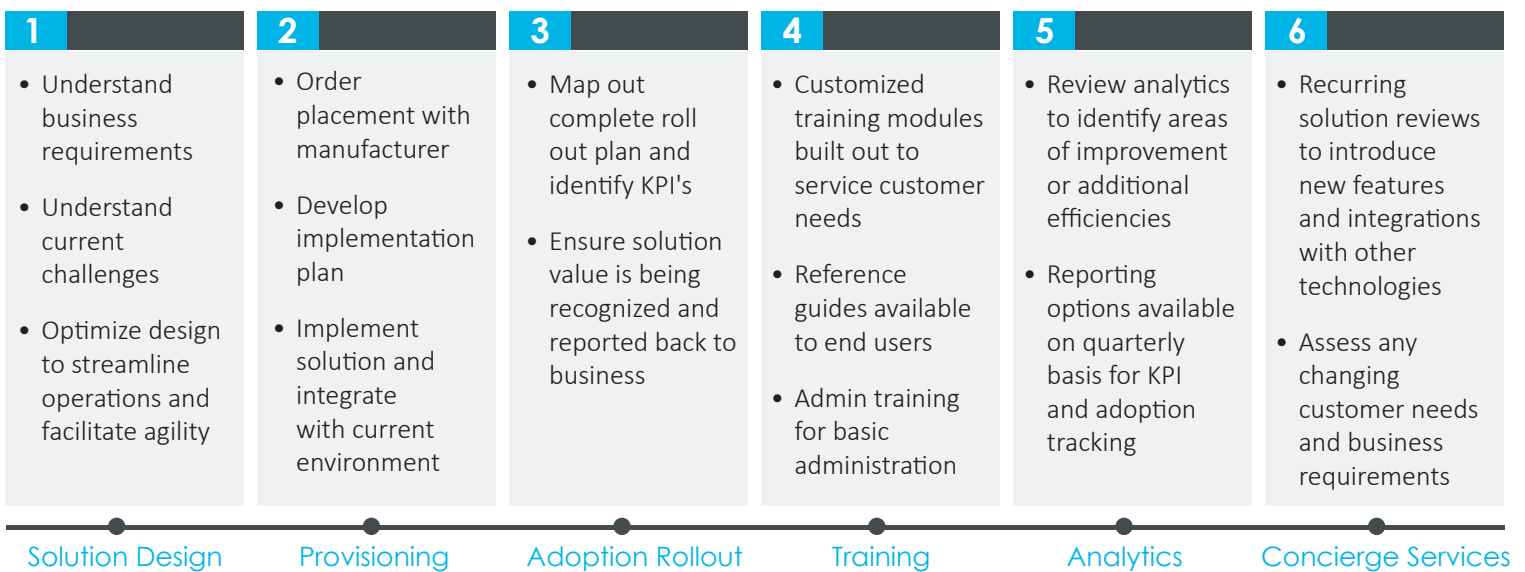
- Project management of the entire deployment
- Warehousing solution components to support off-site configuration
- Dedicated engineers to confirm that all network equipment & applications came online correctly
- Coordinated on-site deployment with 3rd party cabling

ADDITIONAL PLANNING

Given the scope of the network infrastructure deployment and the accelerated time frames, Aqueduct leveraged several additional steps to ensure that the customer's goals would be met:

1. Developed mappings of each physical site to define a current state model
2. Conducted onsite and remote site surveys to identify physical site logistics and prevent future challenges
3. Established target future state models for each site
4. Created the future statement model input to pre-configure all devices
5. Shipped all devices within a 48-hour deployment window, accompanied by port mappings & network diagrams

Six Phase Methodology



Key functionality of the Aqueduct solution:

- Updated network infrastructure to greatly enhance speed, reliability, supportability, and security.
- Support for self-service Internet access including self-service password reset that greatly enhances usability.
- An infrastructure that could serve as the foundation to scale to support increasing needs for the foreseeable future.
- The ability to manage thousands of daily users via the improved self-service capabilities and improvements in management functionality.
- Top-tier network infrastructure that allows the customer to continue to provide market-leading levels of care.

BUSINESS OUTCOMES

- New easy-to-use Wi-Fi coverage
- Updated technologies across the board
- Improved network standardization
- Upgraded customer experience
- Improved infrastructure design
- Detailed road-map of future IT needs